

Residential Neighborhood Program Duke Energy

About the Residential Neighborhood Program

The Residential Neighborhood Program (RNP) is an energy efficiency program targeting Duke Energy's (DE) low-income residential customers. The RNP Program will provide information and energy conservation measures to encourage and reduce energy consumption and costs. The program will be provided to selected neighborhoods at no cost to the residents.

The RNP Program:

Will be delivered only to individually-metered residential homeowners and tenants within DE selected neighborhoods (this program is not open to any/all customers). The criteria DE uses for neighborhood selection:

- Eligible low-income neighborhoods will be defined as those where the majority of residents have household incomes equal to or less than the eligibility requirements set by the Department of Energy to receive Weatherization Assistance Program services which is currently 200% of the federal poverty level limits
- Will provide each resident:
 1. A home energy assessment
 2. Installation of several energy conservation measures (ECMs)
 3. Energy education that will enable the residents to make behavioral changes to reduce and control energy usage

Durham has been selected by Duke Energy's Residential Neighborhood Program to receive free products and services intended to lower your residents' electric bills. An Energy Specialist will visit homes in the selected neighborhoods to perform FREE walk-through assessments and show your residents where their homes are wasting energy. We will also provide the residents with up to 16 energy-saving products and services that could help them save money on their electric bills. These energy-saving measures can cost up to \$210, but we'll give them to residents for free – and we'll install them, too.

These products and services may include:

- Water heater insulation wrap
- Water heater pipe insulation
- Water heater temperature check and adjustment
- HVAC winter kit for wall or window units

- HVAC filters
- Air filter reminder
- Switch plate wall thermometer
- Compact fluorescent lights
- Faucet aerators
- Low flow showerhead
- Weatherstripping
- Door sweep
- Poly tape
- Caulking
- Foam insulation
- Refrigerator/freezer temperature check and recommendation

Customer Education

Strong emphasis is placed on educating the resident on each of the conservation measures being installed at their residence. Energy conservation education is important because knowledge equips individuals to control and to modify behavior to achieve desired results. Proper energy related behavior of occupants will ensure the sustainability of the improvements that were made at each home. An energy focused explanation of the measures installed and other observations will be given one-on-one to each resident. Sources of reducing energy usage that exist outside the scope of the RNP, such as additional insulation opportunities and refrigerator replacement opportunities, will also be shared with the resident. Educational brochures covering energy saving recommendations will be provided. Information and literature will be provided explaining other “Low Income Weatherization Assistance Programs” and energy efficiency incentives. Instructions and contact information will be provided and the resident will be encouraged to apply.

Field Implementation

A vendor (GoodCents) will be utilized to conduct the energy audit, to install the energy conservation measures and to provide the energy education. The program will be delivered going home-to-home to all residents within the designated neighborhood.

Participation in this offer is 100% voluntary, and the time inside the residence usually runs about 1-2 hours per home. We will target about **1,200** homes. Each resident will be notified via direct mailings and door hangers prior to our contractors entering the neighborhood.

About the Neighborhood Event

Prior to the work starting, we will host a “kickoff” event. The Neighborhood Event allows residents to have the opportunity to learn more about the Duke Energy Residential Neighborhood Program and the FREE walk-through assessments. They’ll also enjoy a FREE meal and will be entered for a chance to WIN a \$25 gift card.